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USER'S GUIDE

GUARDIAN+
Sleep Tracker and Audio Monitor
Tracks Blood Oxygen Levels, Sleep Quality, Heart Rate and Body Temperature Changes

OBHGPLUS

The features described in this user's guide are subject to modifications without prior notice.

Welcome...

to your new Guardian+!

Thank you for purchasing your new Oricom Nursery product. The Guardian+ displays your baby's well-being status on your smartphone, available in our HubbleClub for Partners App. Understand how well the baby has slept through the night by looking at the sleep quality report generated by the Guardian+. The Audio Monitor and Soother create a calm and relaxing nursery ambience, in various ways, helping your baby sleep peacefully while listening to them via the audio monitor feature from another room. Connect your phone via BT and play a lullaby or audiobook for your little one, on the high-quality speaker. Choose from 7 different night light colours to soothe your baby, in the dark. The night light also provides guidance, during late night feeding and diaper changes, without having to turn on the bedroom lights. Please retain your original dated sales receipt for your records. For warranty service of your Oricom product, you will need to provide a copy of your dated sales receipt to confirm warranty status. Registration is requested but not required for warranty coverage.

For product related questions, please contact:

Australia:
(02) 4574 8888 / Monday - Friday 8am – 6pm AEST
Email: support@oricom.com.au / www.oricom.com.au

New Zealand:
0800 674 266 / Monday - Friday 10am - 8pm NZST
Email: support@oricom.co.nz

Visit **www.oricom.com.au** to download the User Guide with instructions, answers to frequently asked questions, and more to help you get the most from your product.

Inside the Box
- 1 x Base Station
- 1 x Smart Sensor (1x small strap and 1x anchoring strap pre-installed)
- 1 x USB Charging Cable (Type-C)
- 3 x Spare Straps for Sensor
- 1 x Quick Start Guide

Overview of Guardian+
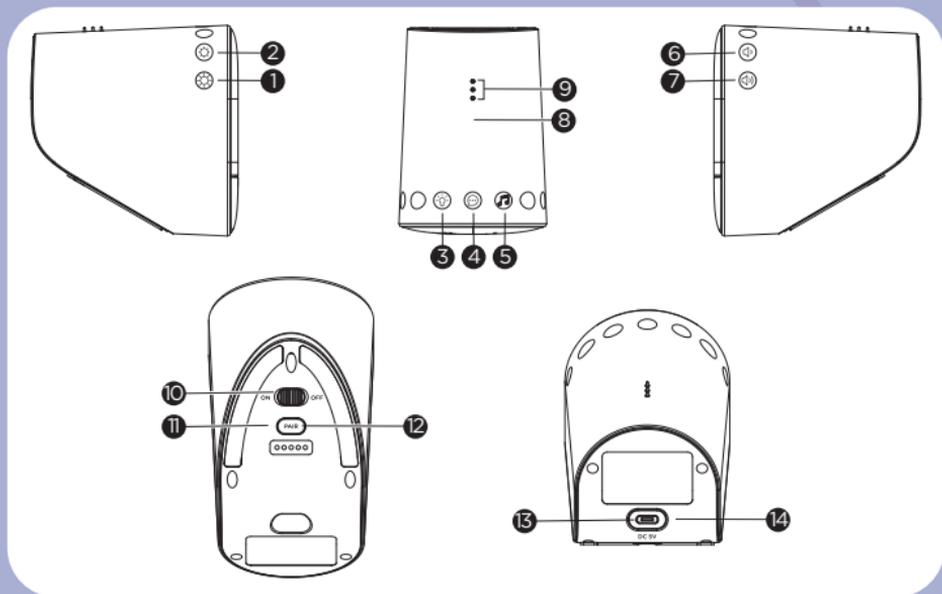
Base Station
1. Brightness up
2. Brightness down
3. Night light
4. ConnectChat™
5. Soothing sound
6. Volume down
7. Volume up

8. Charging indicator for Smart Sensor
9. Charging pins
10. Power ON-OFF switch
11. Pairing LED indicator
12. Pair Button (HubbleClub for Partners and BT speaker)
13. Power Socket
14. Power On indicator
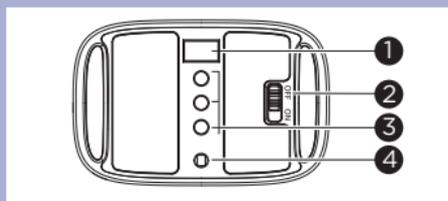
Smart Sensor
1. Oxygen sensor
2. Power ON-OFF switch
3. Charging points
4. Heart rate sensor

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1. Safety Instructions

⚠ WARNING:

Guardian+ is not a medical device.

It is not intended to diagnose, treat, cure, or alleviate any disease or health condition, including, but not limited to, Sudden Infant Death Syndrome (SIDS). False positive or false negative readings about your baby's patterns are a potential risk.

This product is only intended to assist you in tracking your baby's wellbeing and is not intended to replace you as a caregiver. You are responsible for the health and wellbeing of your baby and should follow safe sleep, health, and care guidelines.

- Do not use Guardian+ as a diagnostic tool.
- Do not use Guardian+ if your doctor recommends the use of a hospital pulse oximeter or hospital apnea monitor.
- Do not use Guardian+ as an excuse for unsafe sleep habits.
- Do not use Guardian+ as a replacement for or in lieu of adult care.

The guardian is an aid. It is not a substitute for adult supervision.

For premature babies, babies on supplemental oxygen, or babies with health conditions, please consult your health professional to determine whether or not guardian is right for you.

To obtain optimal and safe user experience, please carefully read, understand, and follow all instructions and warnings prior to use.

Important guidelines for installing your Guardian+

- Use of other 2.4 GHz products, such as other wireless networks, BT® systems or microwave ovens may cause interference with this product. Keep the unit away from these types of products, or turn them off if they appear to be causing interference.
- Always ensure that you have a good Wi-Fi® connection available.

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2. System Requirements of Smart Device

Smartphones/Tablets: Android™ and iOS® only.
Minimum System Requirement: iOS 12.0, Android 8.0, BT 4.2.

3. Getting Started

3.1 Power on Base Station

Connect the Base Station with the USB charging cable provided a DC5V 2A power adaptor (not included).

3.2 Connect to HubbleClub for Partners

- Scan the QR code with your smart device and download HubbleClub for Partners App from the App Store for iOS devices or from the Google Play™ Store for Android™ devices.
- Install HubbleClub for Partners App on your device.

1. Open the HubbleClub for Partners App on your compatible smartphone or tablet, follow the instructions of HubbleClub for Partners App to create your HubbleClub for Partners account.
2. Press and hold Pair (PAIR) button on the bottom of the Base Unit, you will hear a voice prompt "Ready for Pairing" when the device enters HubbleClub for Partners App pairing mode.
3. Select **Wellness** and then **OBHGPLUS**, follow the in-app instructions to connect Oricom OBHGPLUS to your account.

4. If registration fails or connection cannot be completed within 60s, connection mode will be turned off, please try again by repeating steps 1 to 3.
5. Full control and full features can be accessed in the HubbleClub for Partners App.

4. Operation of Base Station

4.1 Control Night Light

1. Tapping the Night Light ☀ icon on the top of the Base Station will change the colour of the night light. Tapping again will cycle through all the colours.
2. The brightness of the night light can be adjusted by tapping the brightness up ☼ and brightness down ☼ icons.

4.2 Control Soothing Sound

1. Tap the Soothing Sound 🎵 icon on the top of the Base Station to change the soothing sound.
2. The volume of the soothing sound can be adjusted by tapping the volume up 🔊 and volume down 🔉 icons.

4.3 ConnectChat™

ConnectChat™ in OBHGPLUS is designed in such a way that both parent and child can send voice recorded messages to each other.

1. Tap and hold ConnectChat™ 😃 icon until a beep tone is heard from the Base Station, release and start recording a voice message. (Voice message recording time is 20 sec.)
2. Tap ConnectChat™ 😃 icon again to stop the recording and send voice message to the smartphone registered in the HubbleClub for Partners App.
   - Parent will receive an app notification when new voice message has arrived.
   - Parent in reply can record their voice message through the app creating a bi-directional conversation.

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3. When a new voice message is received, the night light of Base Station will blink, tap ConnectChat™ 😊 icon to listen to the voice message from HubbleClub for Partners App.

4.4 Use Base Station as a BT Speaker

1. Press and hold the Pair (PAIR) button on the bottom of the Base Station for 2 seconds. You will hear a beep, the Pair LED indicator blinks in blue colour when the device enters BT pairing mode.
2. Go to the BT settings in your mobile phone.
3. Find the Device name "Guardian Audio" and connect.
4. If the connection fails, please try again by repeating steps 1 to 3.
5. Stream the audio from your mobile phone to the Base Station.

Note:

Once BT is disconnected, reactivate BT by short pressing Pair (PAIR) button, and reconnect Base Station to your mobile phone.

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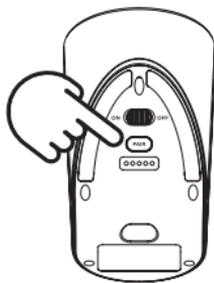
5. Smart Sensor Operation

5.1   Device Power and Charging

1. Connect a DC5V 2A power adaptor (not supplied) to the USB cable, connect the other end of the USB cable to the Base Station.

2. Use the On/Off switch on the sensor to turn On/Off.

3. Charge the device by placing the sensor on the charging pins of the base station. The base station must be turned on for the sensor to charge.

4. Place the sensor on the base station as per the illustration shown below.
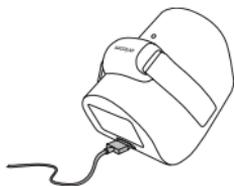
CHARGING	NOT CHARGING	NOT CHARGING
correct position for charging 1mm away from the indication line	incorrect position for charging covering the indication line	incorrect position for charging approximately 5mm away from the indication line
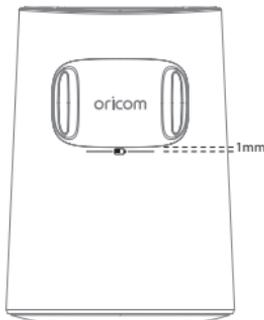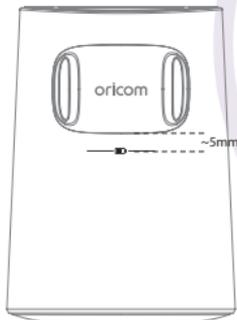
5. The charging indicator will illuminate red during charging and change to blue when the sensor is fully charged.

Tip: Switch off the sensor to charge when the battery is very low.

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5.2 Device Placement

1. Place the sensor on the smallest part of your child's ankle just above the ankle bone. The sensor must be facing the outside of the ankle (as shown in the picture below). Use the Velcro on the straps to secure the sensor in place.

2. To avoid discomfort, red marks, pressure sores or blisters due to incorrect use, ensure the device is fitted snugly but not too tight. Different strap lengths are available for different leg widths for maximum comfort.

3. The operation distance between the wearable sensor and base station works best between 2 - 3 meters.

Wearing a sock can improve wearable contact on the skin

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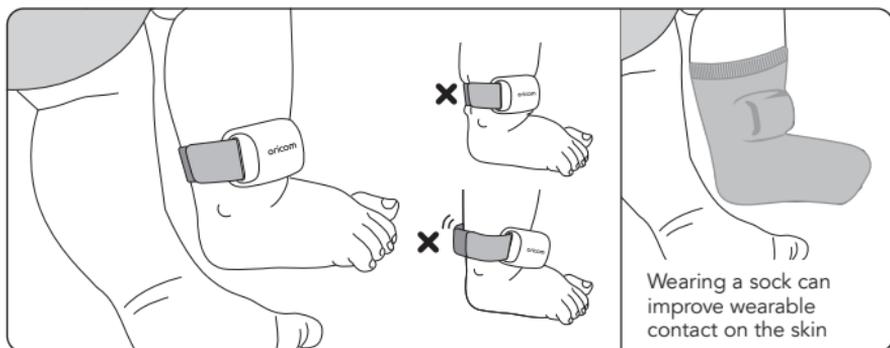
6. Disposal of the Device (environment)

At the end of the product life cycle, you should not dispose of this product with normal household waste. Take this product to a collection point for the recycling of electrical and electronic equipment. The symbol on the product, user's guide and/or box indicates this.

Some of the product materials can be re-used if you take them to a recycling point. By reusing some parts or raw materials from used products you make an important contribution to the protection of the environment.

Please contact your local authorities in case you need more information on the collection points in your area.

7. Troubleshooting, reset

Audio issue
• If audio is breaking or delaying during baby monitoring mode, it could be due to weak WIFI network. Please relocate the Guardian+ to somewhere with a better WIFI signal.

Network issue, Reset
• If Guardian+ is showing offline on the APP, restart the unit. You can also try shutting down the App and restarting it.
• If the issue persists, factory reset the unit by holding down the Hubble Pair button for 10 seconds. You will need to register the product on HubbleClub for Partners APP again.

BT issue
• If Guardian+ is not appearing on the mobile phone BT list when searching, restart the Guardian+ and reactivate BT to connect or pair again.

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Category	Problem Description / Error	Solution
General	Which platforms are supported for accessing my device?	Minimum requirement: Android™ 8.0 iPhone®/iPad® iOS version 12.0
General	How do I download the App for Android™ and iOS devices?	**Android™:** – Open the Google Play Store on your Android™ device. – Select Search – Type in "HubbleClub for Partners" – The results will show the Hubble App – Select to install it **iOS Device:** – Open the App Store™ – Select Search – Type in "HubbleClub for Partners" – The results will show the Hubble App – Select to install it
General	When I try to view my device, I get a prompt for device firmware upgrade. What should I do?	Please upgrade your firmware. This takes around 5 minutes. We push upgrades from time to time to improve the device features.
Account	I am unable to login even after registration.	Please check your user name and password.
Account	I receive an error message saying: "Email ID is not registered".	Please ensure that you have registered with us. Tap **Create Account** to create an account.

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Account	What do I do if I forgot my password?	Click on the "Forgot Password" link on https://app.hubbleconnected.com/#lostpassword OR on your Android™ or iOS application. An email will be sent to your registered email address.
Account	I am unable to receive a new password although I have used the "Forgot password" option.	1. The e-mail might have been sent to your Junk Mail Folder. Please check your Junk Mail Folder. 2. There might be a delay in getting your e-mail. Please wait a few minutes and refresh your email account.
HubbleClub for Partners	Cannot find my product model on APP.	– There are more than one Hubble Apps. Make sure you download correct App "HubbleClub for Partners" and select **Wellness**.
Connectivity Issues	I get a message: We are having problems accessing your device. This could be due to lack of internet connection. Please wait and try again later.	1. Try again in a few minutes. This could be because of an issue with your internet connection. 2. If the problem remains, please restart your device to check if this fixes the problem. 3. Restart your WIFI Router.
Connectivity issues	I am not able to access my device.	Check if the device is within Wi-Fi® range. Try to move the device closer to the router for better Wi-Fi® connectivity and try again.
Connectivity issues	Sensor is offline	The sensor only shows online when transmitting data. This happens every 60 to 70 seconds.

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Feature	Nightlight not on.	1. Press nightlight button on Base Station to cycle to next colour. 2. Increase brightness level on Base Station or try using the HubbleClub for Partners App.
Feature	Cannot hear sounds, music, or stories.	1. Increase volume on Base Station. 2. Increase volume in Hubble Club for Partners App. 3. Sounds, Music, or Story is paused.
Feature	Cannot pair to BT.	1. Make sure you are pressing the Pairing button (PAIR) on the bottom of the Base Station. 2. Make sure BT on your mobile device is turned on.
Feature	No sound.	1. Make sure the Base Station is connected to your mobile device. 2. Increase volume on the Base Station. 3. Increase volume on your mobile device.
Feature	Cannot send or receive chat messages.	1. Make sure your phone number is added in HubbleClub for Partners App. 2. Make sure the beep is heard after pressing the ConnectChat™ button on the Base Station before starting your message. 3. Check for new messages in the ConnectChat™ section in Hubble Club for Partners App. 4. Review "Learn more about ConnectChat™" on the HubbleClub for Partners App.

8. General Information

Express Warranty (Australia)

This Express Warranty is provided by Oricom International Pty Ltd ABN 46 086 116 369, Unit 1, 4 Sovereign Place, South Windsor NSW 2756, herein after referred to as "Oricom".

Oricom warrants that the product is free from defects in materials or workmanship during the Express Warranty Period. This Express Warranty does not extend to any product from which the serial number has been removed or was purchased outside of Australia.

The benefits of this Express Warranty are in addition to other rights and remedies you may have under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. In the event of a minor failure, Oricom reserves the right to choose to repair or replace the product.

The Express Warranty Period will be a period of 24 months beginning on the date of purchase of the product evidenced by your dated sales receipt. You are required to provide proof of purchase as a condition of receiving Express Warranty services.

You are entitled to a replacement product or repair of the product at our discretion according to the terms and conditions of this document if your product is found to be faulty within the Express Warranty Period. This Express Warranty extends to the original purchaser only and is not transferable.

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Products distributed by Oricom are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Express Warranty Period of the Oricom branded product in which they are installed, whichever is longer. During the Express Warranty Period, Oricom will where possible repair and if not replace the faulty product or part thereof. All component parts removed under this Express Warranty become the property of Oricom. In the unlikely event that your Oricom product has a recurring failure, Oricom may always, subject to the Competition and Consumer Act 2010, at its discretion, elect to provide you with a replacement product of its choosing that is at least equivalent to your product in performance.

No change to the conditions of this Express Warranty is valid unless it is made in writing and signed by an authorised representative of Oricom.

Oricom will not be liable under this Express Warranty, and to the extent permitted by law will not be liable for any defect, loss, damage or injury arising out of or in connection with a:

1. Failure by you to adhere to the warnings and follow the instructions set out in this user guide for the proper installation and use of the product;
2. Willful misconduct or deliberate misuse by you of the product;
3. Any external cause beyond our control, including but not limited to power failure, lightning or over voltage; or
4. Modification to the product or services carried out on the product by anyone other than Oricom or Oricom's authorised service provider.

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How to make a claim under your Express Warranty in Australia

Oricom has a simple warranty process for you to follow:

• Please call or email our Customer Support Team, 02 4574 8888 or support@oricom.com.au.

• A Customer Support Team member will verify after troubleshooting with you if your product qualifies under warranty. If so, they will give you a Product Return Authorisation number.

• We will then email a Return Authorisation form and a Repair Notice (if necessary), together with instructions on how to return the product for warranty service.

Please note that if a Customer Support Team member advises that your product does not qualify for return, this warranty does not apply to your product. Products that are authorised to be returned to Oricom in Australia must include all of the following:

• A completed Return Authorisation form

• A copy of your Proof of Purchase (please keep your original copy)

• The faulty product, including all accessories.

Send the approved returns to:

Oricom International Pty Ltd
Locked Bag 658
South Windsor NSW 2756 Australia

Please note that this Express Warranty excludes expenses incurred by you in returning any faulty product to us. You must arrange and pay any expenses incurred (including postage, delivery, freight, transportation or insurance of the product) to return the faulty product to us, however, we will arrange delivery of the repaired or replaced faulty product to you.

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Important Information - Repair Notice

Please be aware that the repair of your products may result in the loss of any user-generated data (such as stored telephone numbers, text messages and contact information). Please ensure that you have made a copy of any data saved on your product before sending for repair. Please also be aware that products presented for repair may be replaced by refurbished products or parts of the same type rather than being repaired.

Oricom Customer Support

Oricom have a trained and dedicated team of Customer Support Representatives, each with the knowledge and resources to assist in answering your questions quickly and efficiently.

Oricom Support - Australia

For all product enquiries, troubleshooting or to discuss the range of Oricom products, feel free to contact Oricom or visit our website for answers to frequently asked questions.

(02) 4574 8888 / Monday - Friday 8am – 6pm AEST
Email: support@oricom.com.au / www.oricom.com.au

Oricom Support - New Zealand

0800 674 266 / Monday - Friday 10am - 8pm NZST
Email: support@oricom.co.nz

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9. Technical Specifications

Wi-Fi version	802.11 b/g/n, 2.4GHz
BT	BT 4.2
Maximum radio-frequency power	20dBm
Operating Temperature	41°F - 104°F
Speaker Type	4Ω, 5W
Night Light	RGB, 7 colours, and auto cyclic mode
Volume Control	8 Levels
Brightness Control	8 Levels

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